

**Job Title:** People Consultant

**Directorate:** Organisation: People and Change

**Service:** Our People Services

**Location:** Suitable Council location within the City of Wolverhampton. Designated post with a ‘flexible’ working style

**Responsible to:** People Business Partner / Assistant Business Partner

**Grade:** 7

**Job Purpose and Role**

To support the People Business Partner and Assistant Business Partner in providing high quality service to customers. To provide expert advice, guidance and support to managers and employees on a range of generic HR matters including discipline, grievance, performance management, recruitment, restructures, TUPE, change management, management of attendance, pensions and terms and conditions of employment.

To support and contribute to the wider Our People Service initiatives, including HR Smart, review and development of policies, inductions for new starters in the Our People Service, guides, training materials and standard operating procedures. Provide regular updates at Operational Managers Network, during employee engagement sessions and to other stakeholders.

The People Consultant role will be interchangeable between directorates/services for developmental purposes and to ensure additional capacity requirements are achieved to meet business needs.

Customers include Directors, Deputy Directors, Heads of Service, Managers, Headteachers, external organisations, partners and all level of employee.

**Principal duties and responsibilities**

1. Respond to and resolve complex queries that require expert HR advice and guidance. Ensure that advice adheres to employment law, HR policies, processes and business need in a timely manner.
2. Manage a diverse work programme of complex cases i.e. disciplinary, grievance, capability and management of attendance.
3. Provide advice, guidance and support to managers in the overall delivery of restructures, from pre consultation, through to dismissal if required.
4. Facilitate and lead meetings with managers and their employees, regarding difficult and sensitive subjects, including employee health issues, dismissals and restructures.
5. Appraise the People Business Partner or Assistant Business Partner of relevant business and organisation issues that have substantial Human Resources implications.
6. Support managers with the compilation of reports for disciplinary, grievance, capability, management attendance and appeal hearings.
7. Support pension processes, such as auto enrolments and ill health retirement, including liaison with the Hub, West Midlands Pension Fund, the member and other third parties.
8. Support the production of briefing notes, reports or response to information requests as required.
9. Represent the Our People Service and the council at internal and external forums, including employment tribunals, recruitment events, staff equality forums etc.
10. Matrix working within the Our People Service and across the organisation where required on Our People initiatives requiring expert HR advice and guidance. Provide feedback to the wider Our People team to ensure knowledge is shared and lessons captured and learnt.
11. Actively participate in team meetings, peer to peer group sessions to collaborate, share knowledge and provide solutions on issues and upcoming concerns.
12. Design and deliver HR training to internal and external customers.
13. Negotiate with Trade Union representatives on individual case matters where required.
14. Participate in the ‘duty HR Consultant rota’ providing professional, expert advice on urgent HR related matters that are reported through the Our People Support Team.
15. Contribute to the development, review and implementation of HR Policies, procedures, guidance, training material, inductions and standard operating procedures.
16. Support HR improvement and development projects as and when required
17. To coach and mentor Our People Service colleagues to assist in their development
18. Build and maintain excellent relationships with managers and colleagues across the council.
19. Maintain up to date knowledge of employment legislation, HR issues and upcoming initiatives that may impact the service and contribute to the development of realistic solutions to overcome future challenge.
20. Promote a professional Our People Service by providing consistent and credible HR support and advice.
21. Contribute to coaching and mentoring of managers to ensure consistent delivery of HR processes across the organisation.
22. Maintaining and updating HR systems and recommendations for continuous improvement.
23. Contribute to the development of HR systems, business rules, knowledge articles and HR Analytics for use by the HR Team, managers and the organisation.
24. The post holder must recognise that Corporate Parenting is the collective responsibility of the council to provide the best possible care and protection for children who are looked-after.
25. The post holder must comply with the Council’s Equal Opportunities, Health and Safety policies and the Data Protection Act 1998.

1. To act in accordance with the Council's Constitution and other Codes of Conduct.
2. To participate in employee development, appraisal and training as appropriate, including continuous professional development.
3. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, the Data Protection Act, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
4. To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Equality Act 2010.
5. To participate in the wider development of the service and contribute to service improvement as required.
6. Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council’s key strategies; as appropriate and training provided.
7. Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council’s objectives; as appropriate and training provided.
8. City of Wolverhampton Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

Effective date

Signature of post holder

**City of Wolverhampton Council**

**Personnel Specification**

**Job title:** People Consultant

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| **Factors** | **Essential** | **Desirable** | **How identified** |
| **Qualifications** | * Post Graduate Diploma in HR Management or equivalent qualification/equivalent work experience * Associate member of CIPD or equivalent work experience and willingness to work towards | * Degree or equivalent | Application Form  Production of original certificates |
| **Training** | * Employment Law updates * Equality, Diversity and Inclusion Training | * Unconscious bias | Application Form |
| **Experience** | * Experience of managing complex cases on a diverse range of HR issues i.e. discipline, grievance, capability and management of attendance * Experience of advising, guiding and supporting managers through restructures, TUPE transfers, redundancies etc * Experience of supporting managers in trade union and employee consultations/discussions * Experience of providing advice and guidance on pay and terms and conditions of employment * Experience of supporting HR projects / service improvement and/or transformation initiatives * Experience of reviewing and/or implementing employment policies and procedures * Experience of working with **and** influencing key stakeholders including managers and trade unions * Experience of developing, designing and delivering training to various stakeholders (ideally on HR subjects) * Use of HR Systems * Experience of responding to FOI requests | * Experience of presenting to all levels of the organisation * Experience of working in a local authority setting * Monitoring/reporting of HR related data * Using data to inform HR related decisions/change * Writing HR policies/guides/procedures | Application Form  Interview |
| **Special Knowledge/Skills** | * Sound knowledge of Employment Law and Practice * Commercial acumen and an awareness/appreciation of the schools policy framework (for posts within the Schools’ team) | * Knowledge of local authority terms and conditions of service * Knowledge of pay and grading * Presentation skills | Application Form  Interview |
| **Personal Qualities** | * Ability to manage a diverse workload * Ability to exercise appropriate discretion with sensitive matters. * Professionalism * Proven ability to build and maintain relationships with key stakeholders * Proven high standards of verbal and written communications |  | Interview  References |
| **Interests and Motivation Relevant to job** | * Self-motivated |  | Interview  References |
| **Commitment** | * To achieve work targets within specified timescales. * To contribute towards continuous improvement in service delivery and securing value for money (including in the context of operating a traded service within the Schools’ Team) * To a one council, one team approach * To maintain professional and ethical standards * To contribute towards maintenance and improvement of the image and reputation of the Service Group * To equality, diversity and inclusion |  | Interview  References |